

From: [International Downtown Association](#)
To: [Kent Smith](#)
Subject: Open Forum Digest for Friday July 31, 2015
Date: Friday, July 31, 2015 10:10:39 PM



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Jul 31, 2015

started yesterday, [Marija Bumgarner](#) (5 replies)

[Ambassador Job Descriptions](#)



1. [Downtown Ithaca Alliance Job description ...](#) Kristin Lewis
2. [Hope this helps and if you need any additional...](#) ☐ Roderick McLeod
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1. [Re: Ambassador Job Descriptions](#)

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Jul 31, 2015 10:46 AM

[Kristin Lewis](#)

Downtown Ithaca Alliance

Job description

Job Title: Ambassador

Reports to: Associate Director

FLSA Status: Non-Exempt

Summary: Maintains premises on building, properties, storefronts and sidewalks in a clean, safe and orderly condition by performing the following duties. Uses, operates and maintains equipment. Is knowledgeable about mission of the DIA, programs of the DIA, businesses operating in the BID district (location, what is carried in each), Commons reconstruction project timeline and design and contact info for appropriate people.

Duties and Responsibilities includes the following:

- Engaged in grounds maintenance & cleaning activities*
- Engaged in the general cleaning and upkeep of buildings including sweeping and power-washing*
- Operates and maintains equipment to include carts, hoses, trash cans, mop buckets, cleaning supplies, tools, etc in accordance with operating and safety procedures*
- Monitors grounds and removes litter to ensure a clean presentation*
- Is knowledgeable about the location of all businesses in the BID area. Has read and is ready to distribute downtown Ithaca brochures, maps and other materials. Checks brochure daily and refills supplies as needed*
- Maintains cleaning supplies
- Regularly tightens bolts, screws, etc. on carts, stanchions, etc. Makes minor repairs as needed*
- Ensures security of office and back storage area during and after completed jobs.*
- Removes weeds, leaves, trash and cigarette litter throughout the day. Checks plantings daily and waters as needed*
- Adheres to time clock procedures, safety rules and regulations, equipment operation, maintenance and proper landscape procedures in accordance with company policy.
- Reports the need for major repairs, emergency maintenance and environmental hazards immediately.
- Wears the uniform of ambassador during work hours. Does not wear the uniform off-duty.*
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required.

Education/Experience:

High school diploma or general education degree (GED); and two to four years related experience and/or training; or equivalent combination of education and experience. Some college preferred.

Language Ability:

Ability to read and comprehend instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions. The employee is frequently exposed to wet or humid conditions (non-weather); work near moving mechanical parts and fumes or airborne particles. The employee is occasionally exposed to work in high, precarious places; risk of electrical shock and vibration.

The noise level in the work environment is usually loud.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk; use hands; reach with hands and arms and talk or hear. The employee is required to stand; sit; climb or balance; stoop, kneel, crouch or crawl and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include distance vision and peripheral vision.

Kristin Lewis
Operations Director
Downtown Ithaca Alliance
Ithaca NY
(607) 277-8679

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Original Message:
Sent: 07-30-2015 15:47
From: Marija Bumgarner
Subject: Ambassador Job Descriptions

Do you have an ambassador job description you can share? We are in the process of planning an ambassadorship program and would love to see sample job descriptions.

Thanks in advance!
-Marija

Marija Bumgarner
TMAD Coordinator
City of Savannah, Tourism Management and Ambassador Dept.
Savannah GA

912-525-1500

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2. [Re: Ambassador Job Descriptions](#)

[Reply All](#)

Jul 31, 2015 10:47 AM



[Roderick McLeod](#)

☐ [Ambassador Job Description](#)

Hope this helps and if you need any additional information feel free to contact me

Roderick McLeod
Manager, Community Safety Initiative and Public Safety Offices
Riviera Beach CRA, Clean and Safe Dept.
Riviera Beach FL
(561) 693-1170

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City of Savannah, Tourism Management and Ambassador Dept.
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3. [Re: Ambassador Job Descriptions](#)

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Jul 31, 2015 10:47 AM



[Jennifer Rodero](#)

☐ [Ambassador Services - Scope of Service](#)

Good morning Marija,

I've attached our scope of services for our Downtown Miami Ambassadors Services. We currently have a contract with Block by Block for our Ambassadors (safe team).

Hope this is helpful.

Jennifer Rodero
Team Leader, Enhanced Services
Miami Downtown Development Authority
Miami FL
(305) 579-6675

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City of Savannah, Tourism Management and Ambassador Dept.
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912-525-1500

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4. [Re: Ambassador Job Descriptions](#)

[Reply All](#)

 Jul 31, 2015 2:15 PM
[Janice Penner](#)

Hi, Marija. We do and if you send me your email, I would be happy to share our documents.

Janice Penner
Executive Director
Riverside Downtown Partnership
Riverside CA
(951) 781-7339

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5. [Re: Ambassador Job Descriptions](#)

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 Jul 31, 2015 3:15 PM

[Marija Bumgarner](#)

Thanks everyone. Very helpful.

Does anyone have training outlines they can share as well?

Thanks.

Marija Bumgarner
TMAD Coordinator
City of Savannah, Tourism Management and Ambassador Dept.
Savannah GA
912-525-1500

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